

[Time: 3 hours]

[Marks: 100]

Please check whether you have the right question paper

- N.B. 1) All questions are compulsory.
- 2) Figures to the right indicate marks

Q1 A. Complete the following statements by selecting the appropriate answers (Any 10) 10

- i. Teams that rate _____ on levels of conscientiousness tend to perform better.
 - a. low
 - b. higher
 - c. moderate
 - d. equal

- ii. Group members who meet to discuss ways of improving quality, efficiency and the work environment is called _____ team.
 - a. cross-functional
 - b. self-managed
 - c. virtual
 - d. problem solving

- iii. A team's characteristic of reflecting on and adjusting the master plan when necessary is known as _____.
 - a. reflexivity
 - b. mental model
 - c. social loafing
 - d. team efficacy

- iv. There are _____ stages in the conflict process.
 - a. 4
 - b. 5
 - c. 6
 - d. 3

- v. _____ and specialization of group activities can stimulate conflict.
 - a. Size
 - b. up gradation
 - c. Technology
 - d. Division

- vi. _____ conflict means emotional involvement in a conflict that creates anxiety, tenseness, frustration and hostility.
- a. functional
 - b. felt
 - c. perceived
 - d. process
- vii. Moods are feelings that tend to be _____ intense than emotions.
- a. more
 - b. less
 - c. very
 - d. not
- viii. The central idea behind _____ is to identify and modify the emotions one feels.
- a. Emotion regulation
 - b. cascading model of emotional intelligence
 - c. mood regulation
 - d. positive emotions
- ix. _____ lead to deviant workplace behavior.
- a. negative emotions
 - b. positive emotions
 - c. emotion regulation
 - d. emotions
- x. Role _____ means role expectations are not clearly understood and the employee is not sure what to do.
- a. Overload
 - b. Ambiguity
 - c. Underload
 - d. Overlap
- xi. Tension, irritability and boredom are _____ symptoms of stress.
- a. physiological
 - b. psychological
 - c. social
 - d. behavioural
- xii. _____ demands are pressures created by other employees.
- a. Social
 - b. Role
 - c. Task
 - d. Interpersonal

Q1 B. State whether the following statements are true or false (Any 10) (10)

- ✓ i. Self-managed teams have authority to take decisions.
- ✗ ii. Similar mental model is beneficial for team effectiveness.
- ✗ iii. Social loafing is the tendency to put more efforts in group.
- ✓ iv. Integrative bargaining is worse than distributive bargaining.
- ✗ v. The second stage of negotiation process is bargaining.
- ✗ vi. Felt conflict is experienced at the third stage of conflict.
- ✗ vii. Moods are not experienced at a cognitive level.
- ✓ viii. Effect is a broad term used to describe emotions and moods.
- ✗ ix. Suppressing emotions is good for health.
- ✓ x. Stressors associated with workload, pressure to complete tasks and time urgency are hindrance stressors.
- ✓ xi. Changes in the business cycle create economic uncertainties.
- ✗ xii. Changes in metabolism heart rate and blood pressure are psychological symptoms of stress.

Q2 Answer any Two of the following (15)

- a) Composition factors are significantly related to the team's performance. Explain.
- b) Define work team. Explain the four types of work teams.
- c) Process variables like common plan and purposes; team efficacy, conflict level and mental models are related to team effective. Discuss.

Q3 Answer any Two of the following (15)

- a) Define conflict. Explain the role of intentions in the conflict process.
- b) Explain the concept of integrative bargaining.
- c) Briefly discuss the five steps of the negotiation process.

Q4 Answer any Two of the following (15)

- a) Name the sources of emotions and moods? Explain in detail how stress, sleep and weather affect emotions.
- b) What is emotional intelligence? Discuss the arguments for and against emotional intelligence.
- c) Explain any 5 applications of emotions / moods.

Q5 Answer any Two of the following

(15)

- a) "Stress has both positive as well as negative value". Discuss.
- b) Define stress and discuss its symptoms.
- c) Discuss different organisational approaches to managing stress.

Q6 Write short notes on (Any Four)

(20)

- a) Features of work group
 - b) Traditional perspective of conflict
 - c) Distributive bargaining
 - d) Characteristics of emotions
 - e) Forces for change
 - f) Environmental factors of stress
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